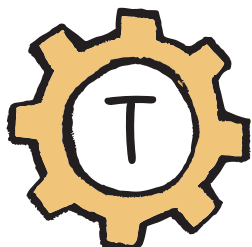


Volunteer management

Using person-centred approaches to support the development of volunteers



A person-centred approach to supporting volunteer development builds on existing information gathered through other processes such as recruitment and individual or group supervision. An annual more formal conversation can ensure that volunteers have the opportunity to reflect on their role, development as a volunteer and to celebrate successes. This can be especially important if supervision and support is usually provided within a group setting or through peer networks.

In some cases, organisations use volunteering as a pathway to employment within their organisation. The opportunity to appraise the volunteer's performance can allow for conversations about future opportunities and building capabilities required to progress within the organisation. This provides the opportunity to recognise the skills that have been developed through volunteering for your organisation. Use the headings from the volunteers one-page profile and the 'what's working/not working' tool (similar to a person-centred review) to reflect on the volunteers performance and to provide them with the opportunity to give feedback. This approach will yield information that can inform future actions and development for the volunteer.

Positive reputation:

- * What strengths and skills has the volunteer developed since their last review?
- * What positive feedback has been provided by others (colleagues, their manager or supervisor or individuals supported by your service)?

What is 'important to' the volunteer now?

- * Does the volunteer have any new information they would like to share?
- * Does the role provide the opportunity for the volunteer to address the things that matter to them?
- * Is information from their current one-page profile being valued?
- * Do they feel valued and able to contribute to the organisation in a way that is meaningful to them?

Volunteer management

What is 'important to' the volunteer in the future?

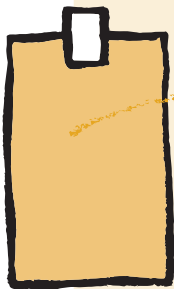
- * Identify the things the volunteer would like to do more of.
- * What are their goals or aspirations for their future with the organisation?
- * How might they go beyond how they currently contribute?
- * What new skills do they need to develop for their role?

Ask how to best support the volunteer.

- * Is the volunteer getting the support they want and need from their manager?
- * What other support do they need to 'be their best' within the organisation?

What's working/not working:

- * Capture information on how the volunteer is performing now within their key responsibilities.
- * Identify what they feel is 'working and not working' about their role in general.
- * Use the opportunity to gather feedback from the perspective of different people both inside and outside the organisation that have a working relationship with the volunteer.



Tips

Gather information from other stakeholders well in advance so you have the information needed. This can be done through conversation, via email or by sending them some questions and templates.

Have a clear agenda to discuss and share this with the volunteer in advance. This will fully prepare them to contribute in a meaningful way and ensure that you can be positive and productive with time.

Volunteer management



Additional resources

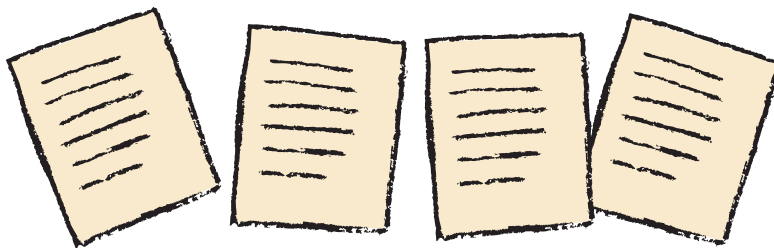
- * Tool, tips and template - using 'what's working/not working' to recruit, support and retain volunteers.
- * Technique, tips and template - building on a one-page profile with volunteers.

Definitions

The term **individual(s)** refers to an individual with a disability and their family and/or circle of support.

The term **staff/employees(s)** refer to paid members of the organisations workforce. Employment relationships with the organisation may be permanent, casual, full-time, part-time, etc.

The term **volunteer(s)** refers to an unpaid individual willingly giving their time to provide a service or support.



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